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Approved For Release 2003/04/29 : CIA-RDP84-00780R000200120020-7

20 MAR 1962

MEMORANDUM FOR: Chief, Salary and Wage Division, Office of Personnel  
SUBJECT : Couriers

1. We have reviewed the revised position standards for messengers and couriers proposed by your office. The standards, if adopted, would result in the downgrading of a large number of positions in our Mail and Courier Branch. We cannot concur with such a proposal.
2. You will no doubt recall that prior to 13 August 1958, morale, turnover, and recruitment problems of the Mail and Courier Branch were brought to the attention of the Director of Personnel, the Inspector General, and other officials on a recurring basis. The date mentioned is of significance since on that date our present grade structure was authorized. Since then, effective recruitment efforts have enabled us to remain fully staffed. We have encountered no major morale problems and, as a consequence, we have been in a position to retain capable employees for longer periods. We have adopted a successful rotation program for our couriers which is still in effect and which results in obvious advantages to the Agency.
3. We recognize that sound management can resolve problems of recruitment, morale, and turnover without recourse to the expedient of paying more money when higher pay is not warranted by the services rendered. It is our firm conviction that the present grade structure is not only not excessive in relation to the work performed but in some cases should be revised upward in recognition of the level of responsibility involved.
4. The heart of the issue at hand is the grade GS-06 courier. We are advised that comparisons with other agencies show that our couriers are given higher grades than others doing similar work. We take sharp exception to this assertion since:
  - a. No other agency provides such a service. We not only deliver all Agency material, but we pick it up at all points; thus obviating the need of similar services in other agencies.
  - b. Many of our couriers are armed and perform services normally assigned to Commissioned Officers in the military services.

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- c. Our people must qualify for a variety of clearances and handle a multiplicity of highly classified material.
- d. Our services have expanded and are now considerably more complicated than was the case when the courier service was reclassified in 1958.

We repeat our assertion that there is no similar service. As a consequence, no comparison can be valid.

5. We were disturbed to learn that our couriers are aware of the present study. No serious problems have developed as yet but comparisons of another type have been invited. For example, the present starting rate for laborers, W-3, is \$2.01 per hour (annual rate \$4,180). Most couriers start at grade GS-03, \$3,760 or GS-04, \$4,040, and progress somewhat routinely to the present working level of grade GS-05, \$4,345. Only the best workers and best qualified are selected for advancement to GS-06, \$4,830, and these must work highly irregular hours. At present, there is little or no difference in qualifications of laborers and couriers at the entry level. Yet the couriers must drive, must meet schedules, work a variety of hours and deal with classified materials outside of our buildings with the apparent consequent risks. Other comparisons exist to indicate that individuals employed as couriers might benefit by starting as chauffeurs or shuttle bus drivers.

6. It appears that the praiseworthy objective of standardizing messenger levels throughout the Agency has resulted in an attempt to equate messenger-type duties with courier-type duties. We are not involved to any extent in the utilization of messengers and, as a consequence, have little to contribute regarding their standards. We believe the issues involving couriers are noticeably different and should be considered on their merits.

7. In conclusion, we must reiterate our deep concern over the possibility that the grade levels of our couriers will be affected adversely. We are most unwilling to invite return of the many problems which were so vexing, time-consuming and costly a few years ago.

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Chief, Administrative Staff, OL

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